

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Michael J. Borg et al.	Examiner:	Tan D. Nguyen
Serial No.:	09/820,457	Art Unit:	3689
Filed:	March 28, 2001	Docket No.:	10006799-1
Title:	SYSTEMS AND METHODS FOR UTILIZING PRINTING DEVICE DATA IN A CUSTOMER SERVICE CENTER		

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir/Madam:

This Amendment accompanies the Request for Continued Examination (RCE) filed herewith. Prior to continued examination of the application, please amend as follows: